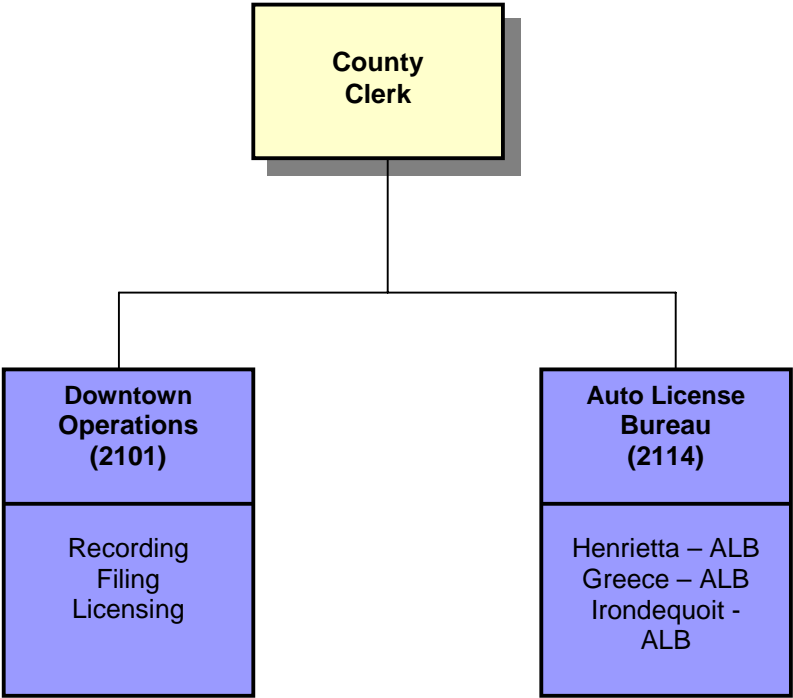
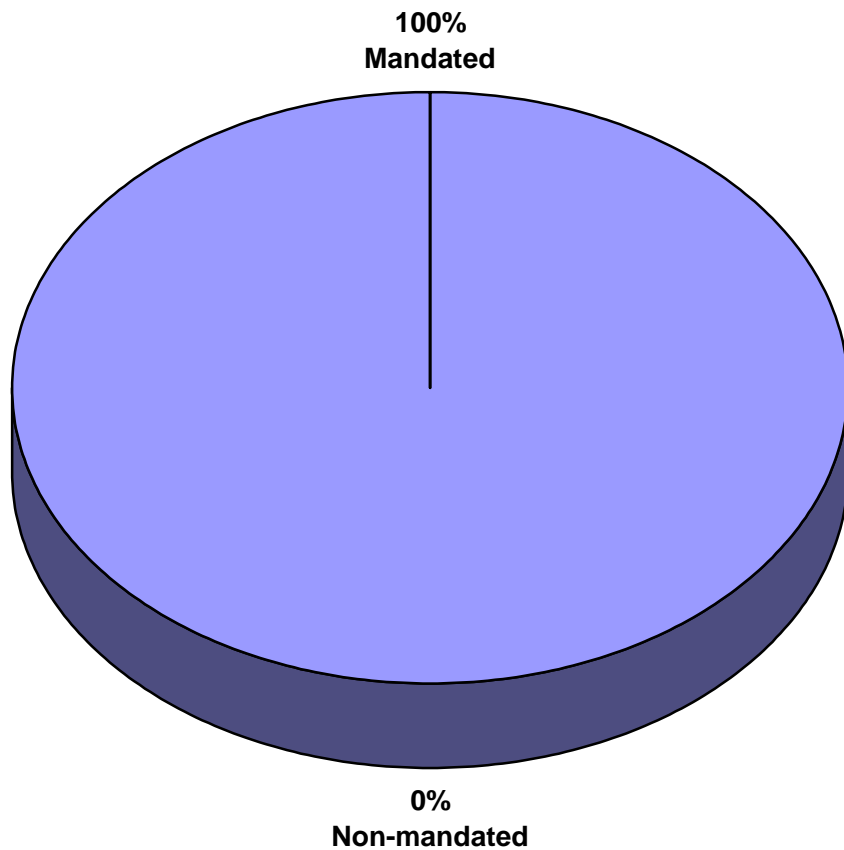


MONROE COUNTY CLERK (021)



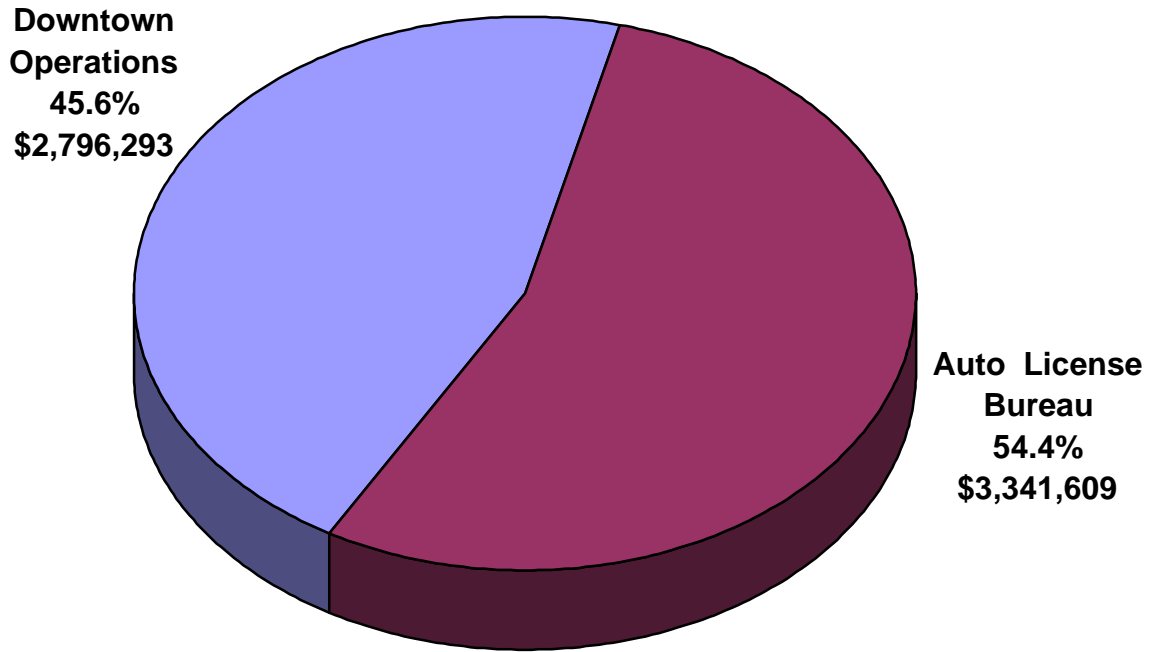
COUNTY CLERK 2005 MANDATED/NON-MANDATED



The Monroe County Clerk is the County Registrar and Clerk of the Supreme and County Courts and acts as an agent for state government as mandated by the state.

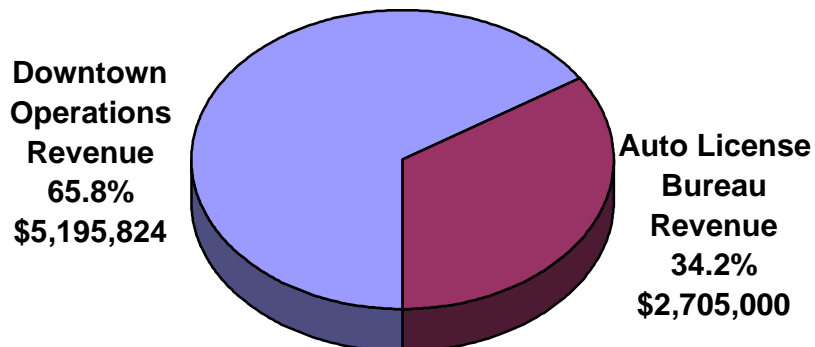
MONROE COUNTY CLERK

2005 Budget - \$6,137,902



No Net County Support

Positive Balance to County: \$1,762,922



DEPARTMENT: Monroe County Clerk (021)

DEPARTMENT DESCRIPTION

The Monroe County Clerk is the County Registrar and Clerk of the Supreme and County Courts. The Clerk is responsible for filing, recording and storing official documents and acts as agent for state and federal governments for passports, pistol permits, sporting licenses and motor vehicle related transactions.

The County Clerk's Office is comprised of the Downtown Operations Division, located in the County Office Building, and the Auto License Bureau with several branches strategically located throughout the county.

Mission

The Office of the County Clerk provides accurate and timely processing of transactions, delivery of information and responsible records management to the public in a customer-friendly atmosphere to ensure the fulfillment of federal, state and county laws.

2004 Major Accomplishments

- **Downtown Operations**

Began a project to add over 4.5 million pages of documents, dating back to 1973, to the Online Office of the County Clerk, creating one of the largest Internet-accessible databases of public records in the state

Partnered with the Integrated Domestic Violence Court to provide faster filing and service of Orders of Protection, enhancing the safety of victims of domestic violence

Revamped and re-launched the Online Office of the Monroe County Clerk, including the first service in the state to allow certified copies to be ordered over the Internet

Successfully opened an on-site map storage facility paid for with a New York State Archives grant resulting in no additional cost to county taxpayers

Improved processing time for mail-in transactions by utilizing a late afternoon/evening shift to greatly enhance customer service

Successfully implemented a Virtual Private Network service allowing core customers to access the Clerk's database off-hours and on weekends with enhanced search capabilities

Continued regular "Passport Days" at area AAA offices, to outreach Passport application services to more county residents

Streamlined the procedure used by customers for customized query requests

Completed replacement of the document scanner and workstation with upgraded software and newer models, improving the digital scanning operations and providing enhanced image capability

Conducted Online Office training sessions with groups of core customers

- **Auto License Bureau**

Improved wait times at our permanent branch offices by over 10% compared to 2003 and 7% compared to 2002

Expanded service hours at each of the Mobile Units, improving customer access to Department of Motor Vehicles (DMV) services in their own neighborhood

Partner with the Veterans Administration to create an innovative job-training program for unemployed or underemployed veterans

Maintained the Metro Mobile DMV service in the City of Rochester, so that city residents retained access to vital DMV services

Implemented a plate surrender drop-off program to speed service for customers conducting this frequent, but basic transaction

Increased awareness of the Mobile Units through a two-day outreach visit to Fairport Canal Days

2005 Major Objectives

- **Downtown Operations**

Complete Capital Improvement Program backscanning project, converting pre-1993 document images from microfilm to digital images

Begin the selection of a new Records Management Software solution incorporating the latest in OCR, e-commerce and data query technologies

Begin the upgrade of the software on customer and cashier workstations to take advantage of the capabilities offered by the new Records Management Software

Seek additional outreach opportunities to bring information and Clerk's Office services to residents at community events

Investigate expanding availability of prepaid accounts to include frequent "core" customers, in addition to municipal governments

Partner with other County Departments to offer more information through the Online Office of the Monroe County Clerk

- **Auto License Bureau**

Explore opportunities to offer DMV services at more locations and during more convenient hours for customers

Expand the job training initiative for veterans created in partnership with the Veterans Administration

Continue to lobby the New York State Legislature to allow county run Auto License Bureaus to keep more of the revenue they generate, in order to maintain the current level of customer service they provide

Continue fraud detection efforts with enhanced training curriculum for all staff

Work with the New York State Department of Motor Vehicles to implement a new DMV computer system to increase customer service and processing speed

BUDGET SUMMARY

	Amended Budget 2004	Budget 2005
<u>Appropriations by Division</u>		
Downtown Operations	3,131,901	2,796,293
Auto License Bureau	3,327,130	3,341,609
Total	6,459,031	6,137,902
<u>Appropriations by Object</u>		
Personal Services	3,474,813	3,392,570
Equipment	10,600	0
Expenses	781,793	632,050
Supplies and Materials	51,583	50,279
Employee Benefits	1,329,231	1,221,361
Debt Service	0	46,416
Interfund Transfers	811,011	795,226
Total	6,459,031	6,137,902
<u>Revenue</u>		
County Clerk Fees	5,392,637	5,195,824
Auto License Fees	2,703,281	2,705,000
Misc. Grants and Payments	49,999	0
Total	8,145,917	7,900,824
<u>Net County Support</u>	(1,686,886)	(1,762,922)

BUDGET HIGHLIGHTS

Personal Services reflects a decrease in funding as a result of cost reduction strategies. **Expenses** reflects a decrease in telephone and computer leasing expenses that are now budgeted in Information Services. **Employee Benefits** reflects adjustments resulting from the 2004 - 2005 New York State budget and its treatment of retirement costs. **Debt Service** will be incurred in 2005 due to the completion of the Digital Records Imaging Capital project.

The slight decrease in revenue for **County Clerks Fees** reflects anticipated changes in the housing market and is offset by corresponding reductions in appropriations for Downtown Operations. Revenue from **Auto License Fees** remains constant due to increased customer volume being offset by changes in state licensing requirements.

DEPARTMENT: Monroe County Clerk (021)
DIVISION: Downtown Operations (2101)

DIVISION DESCRIPTION

The Downtown Operations Division is responsible for overall administration; recording, filing and storage of official documents; issuance of passports, permits and naturalization of new citizens.

SECTION DESCRIPTIONS

Administration (2102)

This section is responsible for policy development and the coordination of management, personnel, financial, purchasing and other central services of the Clerk's Office as well as preparation of required county, state and federal reports.

Recording, Filing and Licensing (2110)

This section's responsibilities include intake, indexing, preservation and retrieval of official documents as required by law. Items processed, recorded and filed by this section include mortgages, deeds and civil, criminal and divorce actions.

The County Clerk additionally acts as agent for the state and federal governments for issuance of passports, pistol permits and conservation licenses. The County Clerk also administers the Oath of Allegiance at naturalization ceremonies for new citizens.

Performance Measures

	Actual 2003	Est. 2004	Est. 2005
Land Records	169,000	141,819	130,000
Civil/Criminal Actions	37,582	45,111	38,000
Passports	3,468	3,588	3,500
Passport Photos	2,694	3,056	3,000
Pistol Permits	9,711	9,513	9,600
Other Filings	75,961	85,200	90,000
Total Transactions	298,416	288,287	274,100

DEPARTMENT: Monroe County Clerk (021)
DIVISION: Auto License Bureau (2114)

DIVISION DESCRIPTION

As agent for New York State Department of Motor Vehicles, the Auto License Bureau operates three branch offices and two Mobile Units which process vehicle registrations, driver license renewals and other motor vehicle related transactions. United States Passport applications are also accepted at the three Auto License Bureau offices.

SECTION DESCRIPTIONS

Henrietta Auto License Bureau (2115)

The Henrietta Auto License Bureau provides public counter service for motor vehicle and license transactions, primarily serving residents in the southern portion of the county. Bulk processing of work for auto dealers from throughout the county is provided and funded within this section. The Henrietta Bureau additionally provides training for all Auto License Bureau staff and is the base of operations for the Eastside Mobile Unit, which makes stops in the Towns of Penfield, Perinton, Pittsford, Webster and the Village of East Rochester.

Greece Auto License Bureau (2120)

The Greece Auto License Bureau provides public counter service for motor vehicle and license transactions, primarily serving residents in the northwestern portion of the county. Additionally, the Greece Bureau is the base of operations for the Westside Mobile Unit, which makes stops in the Towns of Chili, Clarkson, Gates, Ogden and Parma.

Irondequoit Auto License Bureau (2130)

The Irondequoit Auto License Bureau provides public counter service for motor vehicle and license transactions, primarily serving residents in the northeastern portion of the county.

Performance Measures

	Actual 2003	Est. 2004	Est. 2005
Vehicle Registration Transactions	255,168	260,643	270,000
Driver License Transactions	123,288	132,398	130,000
Learner Permits	18,670	22,752	23,000
Photo ID	8,104	12,258	10,000
Passports	10,302	8,010	8,000
Passports Photos	5,856	5,127	5,100
Other Transactions*	140,094	136,221	139,000
Total Transactions	561,482	577,409	585,100

*Other includes boat, plate surrender, duplicate titles, and other miscellaneous transactions.